AMENDMENTS TO THE CLAIMS

Please amend claims 1, 18, and 20, and cancel claims 10 and 22 as shown below. Pursuant to 37 C.F.R. § 1.121(c), the text of all pending claims, along with their current status, is set forth below.

1. (Currently Amended) A method for call center dialog management, comprising:

presenting a contact with a first call center dialog segment having a current call center dialog property;

receiving from the contact a contact dialog segment;

identifying a dialog property keyword within the contact dialog segment, the dialog property keyword including a request for a modification of the current call center dialog property;

replacing the current call center dialog property with a new call center dialog property in accordance with the request; [[and]]

presenting a second call center dialog segment having the new call center dialog property to the contact;

generating a set of dialog metrics from the contact dialog segment; and

comparing the set of dialog metrics against a set of dialog metric thresholds; and wherein replacing includes, replacing the current call center dialog property with a second new call center dialog property, if no dialog property keyword is identified and the generated dialog metrics vary from the first set of thresholds by a first predetermined amount.

2. (Original) The method of claim 1:

wherein the dialog property keyword indicates a dialog speed; and

wherein replacing includes replacing a first dialog speed with a second dialog speed.

3. (Previously Presented) The method of claim 1:

wherein the dialog property keyword indicates a dialog language; and

wherein replacing includes replacing a first dialog language with a second dialogue dialog language.

4. (Previously Presented) The method of claim 1:

wherein the dialog property keyword indicates a contact expertise level; and

wherein replacing includes replacing a first contact expertise level with a second contact expertise level.

5. (Previously Presented) The method of claim 1:

wherein the dialog property keyword indicates a contact help level; and

wherein replacing includes replacing a first contact help level with a second contact help level.

6. (Original) The method of claim 1:

wherein replacing includes replacing a first pre-recorded call center dialog segment having the current call center dialog property with a second prerecorded dialog segment having the new center dialog property.

7. (Original) The method of claim 1:

wherein replacing includes adjusting a text-to-speech synthesizer from generating center dialog segments having the current call center dialog property toward generating center dialog segments having the new call center dialog property.

8. (Original) The method of claim 1:

wherein replacing includes adjusting a Voice-XML prosody tag from generating center dialog segments having the current call center dialog property towards generating center dialog segments having the new call center dialog property.

9. (Original) The method of claim 1:

wherein replacing includes adjusting a digital signal processor timescale modification.

10. (Cancelled).

11. (Previously Presented) A method for call center dialog management, comprising:

presenting a contact with a first call center dialog segment having a current call center dialog property;

receiving from the contact a contact dialog segment;

determining whether the contact dialog segment includes a request for help associated with interpreting the first call center dialog segment;

generating a first dialog metric based on the determination;

generating a set of dialog metrics including the first dialog metric from the contact dialog segment;

comparing the set of dialog metrics against a set of dialog metric thresholds;

replacing the current call center dialog property with a new call center dialog property, if the generated dialog metrics vary from the set of thresholds by a predetermined amount; and

presenting a second call center dialog segment having the new call center dialog property to the contact.

12. (Original) The method of claim 11 wherein generating includes:

totaling a number of times the contact was asked to respond to the first call center dialog segment.

13. (Previously Presented) The method of claim 11 wherein generating the first dialog metric includes:

totaling a number of times the contact requested help.

14. (Original) The method of claim 11 wherein generating includes:

calculating how poor the contact's grammar is.

15. (Original) The method of claim 11 wherein replacing includes:

replacing a first dialog speed with a second dialog speed.

16. (Original) The method of claim 11 wherein replacing includes:

replacing a first dialog language with a second dialog language.

17. (Previously Presented) A method for call center dialog management, comprising:

presenting a contact with a first call center dialog segment having a current call center dialog property;

receiving from the contact a contact dialog segment;

determining whether the contact dialog segment includes a dialog property keyword, the dialog property keyword including a request for a modification of the current call center dialog property;

generating a set of dialog metrics from the contact dialog segment;

comparing the set of dialog metrics against a set of dialog metric thresholds;

replacing the current call center dialog property with a new call center dialog property in accordance with the request based on the determination;

replacing the current call center dialog property with a second new call center dialog property, if no dialog property keyword is identified and the generated dialog metrics vary from the set of thresholds by a first predetermined amount; and

presenting a second call center dialog segment having the new call center dialog property to the contact.

18. (Currently Amended) A computer-usable medium embodying computer program code for commanding a computer to effect call center dialog management, comprising:

presenting a contact with a first call center dialog segment having a current call center dialog property;

receiving from the contact a contact dialog segment;

identifying a dialog property keyword within the contact dialog segment, the dialog property keyword including a request for a modification of the current call center dialog property;

replacing the current call center dialog property with a new call center dialog property in accordance with the request; [[and]]

presenting a second call center dialog segment having the new call center dialog property to the contact;

generating a set of dialog metrics from the contact dialog segment; and

comparing the set of dialog metrics against a set of dialog metric thresholds; and wherein replacing includes, replacing the current call center dialog property with a second new call center dialog property, if no dialog property keyword is identified and the generated dialog metrics vary from the first set of thresholds by a first predetermined amount.

19. (Previously Presented) A computer-usable medium embodying computer program code for commanding a computer to effect call center dialog management, comprising:

presenting a contact with a first call center dialog segment having a current call center dialog property;

receiving from the contact a contact dialog segment;

determining whether the contact dialog segment includes a request for help associated with interpreting the first call center dialog segment;

generating a first dialog metric based on the determination;

generating a set of dialog metrics including the first dialog metric from the contact dialog segment;

comparing the set of dialog metrics against a set of dialog metric thresholds;

replacing the current call center dialog property with a new call center dialog property, if the generated dialog metrics vary from the set of thresholds by a predetermined amount; and

presenting a second call center dialog segment having the new call center dialog property to the contact.

20. (Currently Amended) A system for call center dialog management, comprising a:

means for presenting a contact with a first call center dialog segment having a current call center dialog property;

means for receiving from the contact a contact dialog segment;

means for identifying a dialog property keyword within the contact dialog segment, the dialog property keyword including a request for a modification of the current call center dialog property;

means for replacing the current call center dialog property with a new call center dialog property in accordance with the request; [[and]]

means for presenting a second call center dialog segment having the new call center dialog property to the contact;

means for generating a set of dialog metrics from the contact dialog segment; and

means for comparing the set of dialog metrics against a set of dialog metric thresholds; and wherein replacing includes, replacing the current call center dialog property with a second new call center dialog property, if no dialog property keyword is

identified and the generated dialog metrics vary from the first set of thresholds by a first predetermined amount.

21. (Previously Presented) A system for call center dialog management, comprising a:

means for presenting a contact with a first call center dialog segment having a current call center dialog property;

means for receiving from the contact a contact dialog segment;

determining whether the contact dialog segment includes a request for help associated with interpreting the first call center dialog segment;

generating a first dialog metric based on the determination;

means for generating a set of dialog metrics including the first dialog metric from the contact dialog segment;

means for comparing the set of dialog metrics against a set of dialog metric thresholds;

means for replacing the current call center dialog property with a new call center dialog property, if the generated dialog metrics vary from the set of thresholds by a predetermined amount; and

means for presenting a second call center dialog segment having the new call center dialog property to the contact.

22. (Cancelled).